

From: Grace Pazdan <GPazdan@vtlegalaid.org>
Sent: Wednesday, January 24, 2018 8:25 AM
To: Duquette-Hoffman, Jason
Subject: RE: Public records request

Hi Jason:

I had a message from Chris this morning informing me that AGP was waiving the public records fee. Can you please fulfill the request at your earliest convenience?

Thanks,
Grace

Grace B. Pazdan
Staff Attorney
Vermont Legal Aid, Inc.
56 College Street
Montpelier, VT 05602
Phone: 802-839-1331
Fax: 802-223-7281

PLEASE NOTE: The Montpelier office of Vermont Legal Aid has moved and our mailing address has changed to 56 College Street as indicated in my signature. Our phone numbers and emails will stay the same.

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, January 17, 2018 11:47 AM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Subject: RE: Public records request

Hi Grace, I will add these to the list. Regarding the fee, I had forwarded your request to Chris, so I will check back in with him. Danielle would not be able to determine if a waiver were available.

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Wednesday, January 17, 2018 9:01 AM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>

Subject: RE: Public records request

Hi Jason:

Thanks for the updated information. I am attaching an updated list of the cases for which we would like full files. Also, I have not heard back from Danielle Shaw regarding Vermont Legal Aid's request for a waiver of the public record fee. Can you please follow up on that? As I mentioned in my email to her, other state agencies we have dealt with have as a matter of course waived those fees for us.

Thanks,
Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, January 10, 2018 3:00 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Hi Grace,

In the course of looking into preparing these files, we identified a batch of auto case referrals that were processed to VADA but not yet logged as matters (intakes only), so would not have been reflected in my previous search. I have attached a spreadsheet of these, let us know if you wish to add any of these to the list you want documents for.

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Tuesday, January 9, 2018 4:37 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Hi Jason:

Apologies for the delay in getting back to you. I am attaching a chart with the list of complaints for which I would like to see full files. If you could get those to me at your earliest convenience, I would greatly appreciate it.

Thanks in advance,
Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, December 20, 2017 2:40 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen

<karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Grace,

Attached is a summary spreadsheet for all 2017 complaints categorized under our general "Motorized Vehicle" trade code. You will see a field for Subtrade Code that may be helpful to sort by.

Let me know if you would like file documents for any specific complaints.

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Wednesday, December 20, 2017 2:11 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

That would be very helpful!

Thanks,
Grace

From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, December 20, 2017 2:02 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Hi Grace,

Do you want a summary list of complaints to start, and then decide if you need full documents from that?

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Wednesday, December 20, 2017 12:55 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Hi Jason:

We at Legal Aid are ramping up our auto fraud practice and are trying to determine the most common abuses and worst actors. To that end, we are hoping to access records for all car purchase and car financing related complaints to CAP in 2017. We may decide we want to go back further depending on

what we see in 2017, but I think this will give us a good start. Please let me know if you need something more formal from me or if you want to talk about how best to proceed.

Thanks in advance,
Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, September 06, 2017 3:49 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Farnsworth, Karen <karen.farnsworth@vermont.gov>
Subject: RE: Public records request

Grace,

Attached is a .zip folder with the documents we have on file for the Newcomb, Jarvis and Purvis matters. The Lafountain complaint pre-dates our electronic record-keeping, and is past our document retention time-frame (generally, 6 years). Those documents were destroyed by the state archives are no longer available.

Let me know if you have any trouble accessing any of these files.

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]

Sent: Wednesday, September 6, 2017 3:34 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

No worries, Jason. I received the spreadsheet from Danielle just now. Can you please get me the documents for the following matters:

1. Irene Newcomb
2. Nancy LaFountain
3. Michael Purvis
4. Karen Jarvis

Thanks,
Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Wednesday, September 06, 2017 3:13 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

Hi Grace,

Sorry we missed getting this to you. Danielle should be sending you the spreadsheet shortly.

Let me know which, if any, of them you may want documents for once you have reviewed them.

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Wednesday, September 6, 2017 2:50 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

Hi Jason:
I'm just checking in to see where things are with my request for CAP complaints.
Thanks in advance,
Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Friday, September 01, 2017 3:05 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

Great, we will get that to you Monday afternoon and go from there.

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Friday, September 1, 2017 2:23 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

Thanks, Jason. Why don't we start with the list of complaints. As long as it includes a description of the complaint, I should then be able to determine whether I'll need the related documents and can follow up with you about those.

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Friday, September 01, 2017 2:21 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Public records request

Do you want a list of complaints (would include complainant, date, a brief description, and the status of each matter), or do you need all of the related documents for each?

If just the list, we can get that to you Monday afternoon, does that work?

If you need the documents for each file, we may take a little longer to be able to collect, review for PII/redact the files. Generally, we retain files for 6 years, though we may have electronic records that are older than that available. We do not have any documents for any CAP matters prior to 1/1/2009, when we began electronic storage.

Let me know your preference. Thanks!

Best,

Jason

From: Grace Pazdan [mailto:GPazdan@vtlegalaid.org]
Sent: Friday, September 1, 2017 2:12 PM
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Subject: RE: Public records request

Hi Jason:

I am looking for all complaints made against Paquin Motors, Paquin Auto Park, and/or North Country Nissan from September 1, 2007 through the present date. Please let me know how long you think it will likely take to fulfill the request.

Thanks for your assistance on this!

Grace

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From: Duquette-Hoffman, Jason [mailto:jason.duquette-hoffman@vermont.gov]
Sent: Friday, September 01, 2017 2:02 PM
To: Curtis, Christopher <Christopher.Curtis@vermont.gov>; Grace Pazdan <GPazdan@vtlegalaid.org>
Subject: RE: Public records request

Hi Grace!

Let me know what you need and we will get it in process.

Thanks!

Jason

From: Curtis, Christopher
Sent: Friday, September 1, 2017 1:39 PM
To: Grace Pazdan <GPazdan@vtlegalaid.org>
Cc: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>
Subject: Re: Public records request

Hi Grace,

Thanks for your note. CAP complaints are public records. Please follow up with Jason Duquette-Hoffman (copied here) with your specific request. Thanks!

Best, Christopher

Sent from my iPhone

On Sep 1, 2017, at 12:03 PM, Grace Pazdan <GPazdan@vtlegalaid.org> wrote:

Hi Chris:

I need to make a public records request for CAP complaints filed against a particular business. Should I address it to your office or someone else?

TIA,
Grace

Grace B. Pazdan
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